

StarTran – Transit User Survey - 2006

Question # 1 On what bus route did you receive this survey?

Number of survey respondents (N) = 1216

Bus routes receiving survey responses;

Gaslight	= 20
Arnold Heights	= 68
Normal	= 60
Eastridge	= 65
Irving	= 110
West A	= 16
48 th St Shuttle	= 8
Salt Valley	= 20
27 th Street	= 90
Star Shuttle	= 19
Belmont	= 71
Bryan/Trendwood	= 72
Arapahoe	= 70
Veteran's Hospital	= 71
O St Shuttle	= 37
College View	= 74
University Place	= 103
East Vine	= 74
Havelock	= 69
Bethany	= 55
Unspecified	<u>= 44</u>
Total	1216

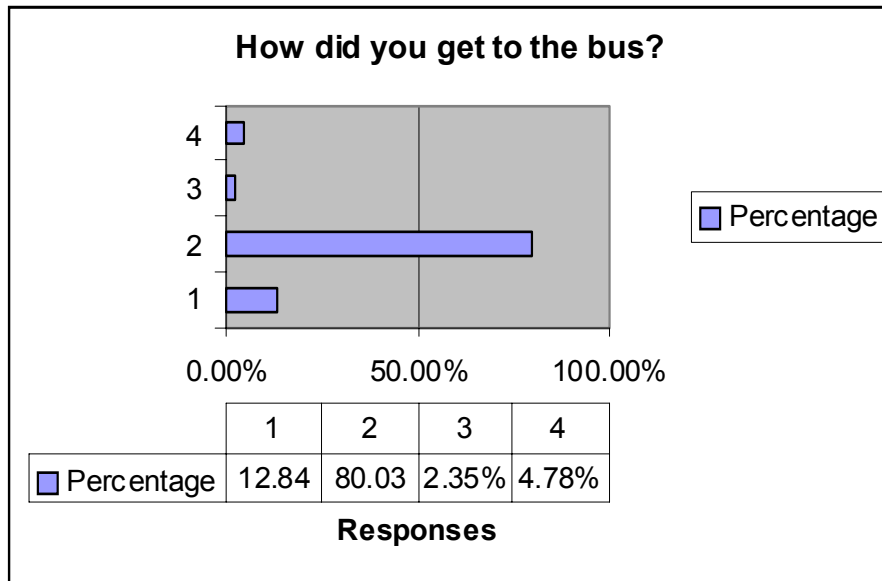
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Question # 2 How did you get to the bus?

Number of survey respondents (N) = 1192

Possible Responses:

- 1 – Another bus (route # __)
- 2 – Walked (How many blks __)
- 3 – Automobile
- 4 – Other _____



Response #2 received 80.03% of all responses to this question. Response #1 received the second most responses with 12.84%.

As for the subquestion, the first is not possible to calculate. The second was averaged to find the distance the average person walks to reach a bus stop. The result is given below:

Average distance walked = **2.4 blks**

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Question # 3 How will you complete this trip?

Number of survey respondents (N) = 1174

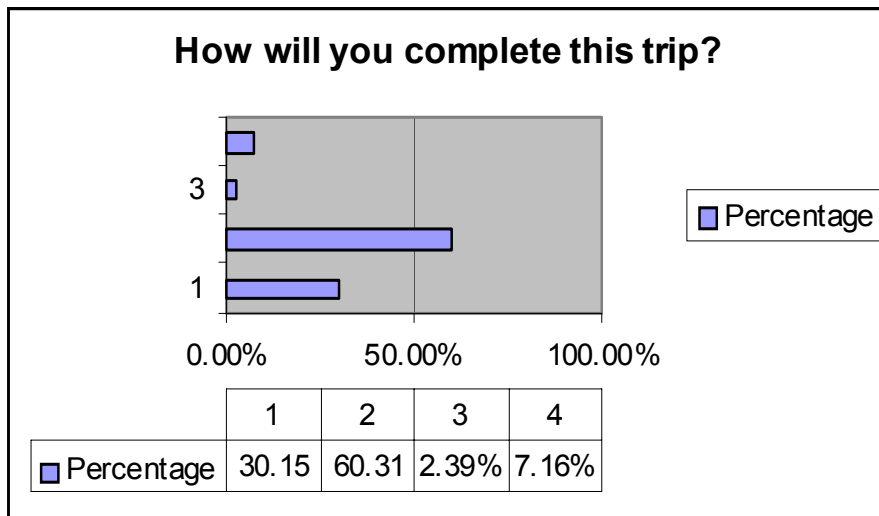
Possible Responses:

1 – Another bus (route # __)

2 – Walked (How many blks __)

3 – Automobile

4 – Other _____



Response #2 received 60.31% of all responses to this question. Response #1 received the second most responses with 30.15%.

As for the subquestion, the first is not possible to calculate. The second was averaged to find the distance the average person walks to reach a bus stop. The result is given below:

Average distance walked = **2.5 blks**

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Question # 4 How long have you been riding StarTran?

Number of survey respondents (N) = 1209

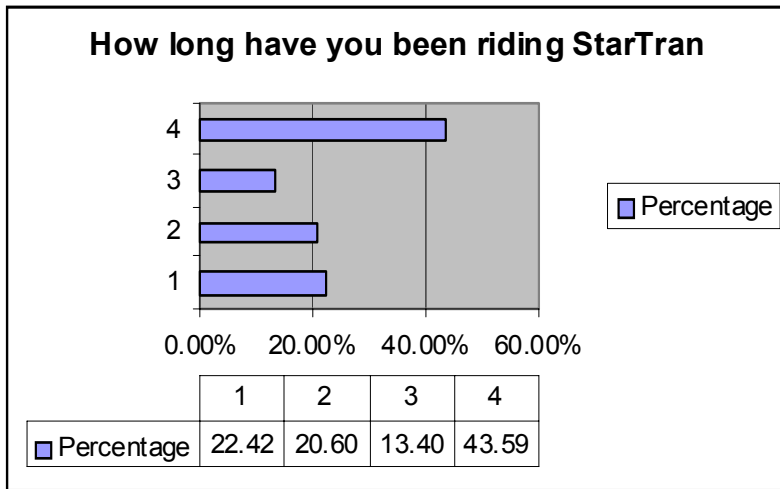
Possible Responses:

1 – Less than a year

2 – 1-2 years

3 – 3-4 years

4 – 5+ years



Response #4 received 43.59% of all responses to this question. Response #1 received the second most responses with 22.42%.

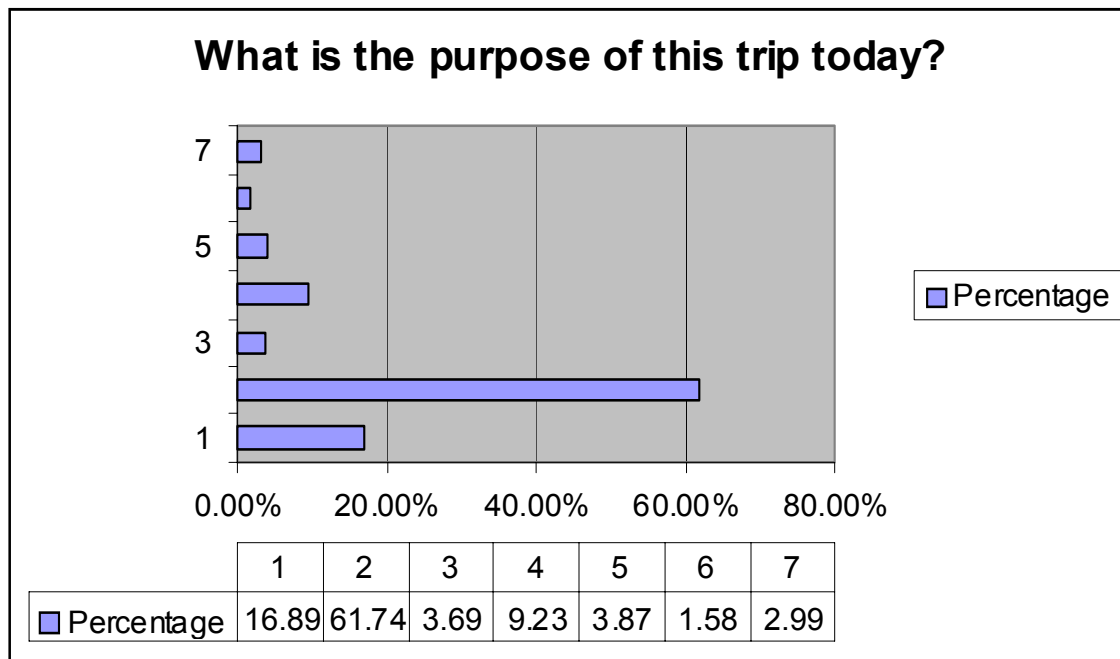
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Question # 5 What is the purpose of this trip today?

Number of survey respondents (N) = 1137

Possible Responses:

- 1 – School
- 2 – Work
- 3 – Shopping
- 4 – Personal Business
- 5 – Medical/Dental
- 6 – Social/Recreation
- 7 – Other _____



Response #2 received 61.74% of all responses to this question. Response #1 received the second most responses with 16.89%.

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Question # 6 How many one way bus trips do you make each week?

Number of survey respondents (N) = 1196

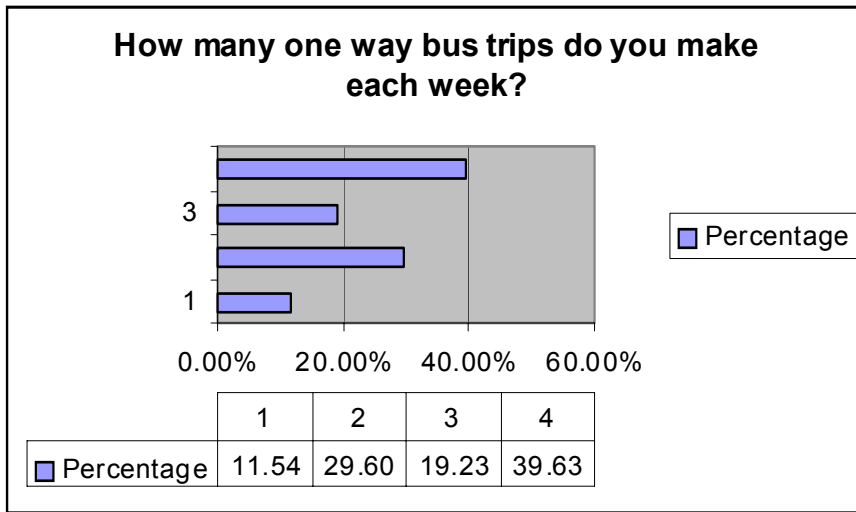
Possible Responses:

1 – 1 or less

2 – 2-5 times/week

3 – 6-9 times/week

4 – 10 or more/week



Response #4 received 39.53% of all responses to this question. Response #2 received the second most responses with 29.60%.

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Question # 7 Compared to last year, are you riding:

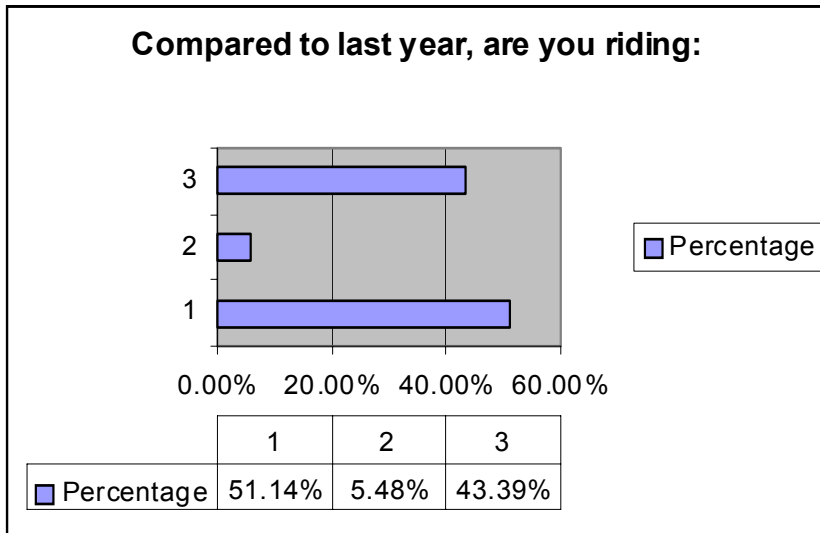
Number of survey respondents (N) = 1187

Possible Responses:

1 – More

2 – Less

3 – Same



Response #1 received 51.14% of all responses to this question. Response #3 received the second most responses with 43.39%.

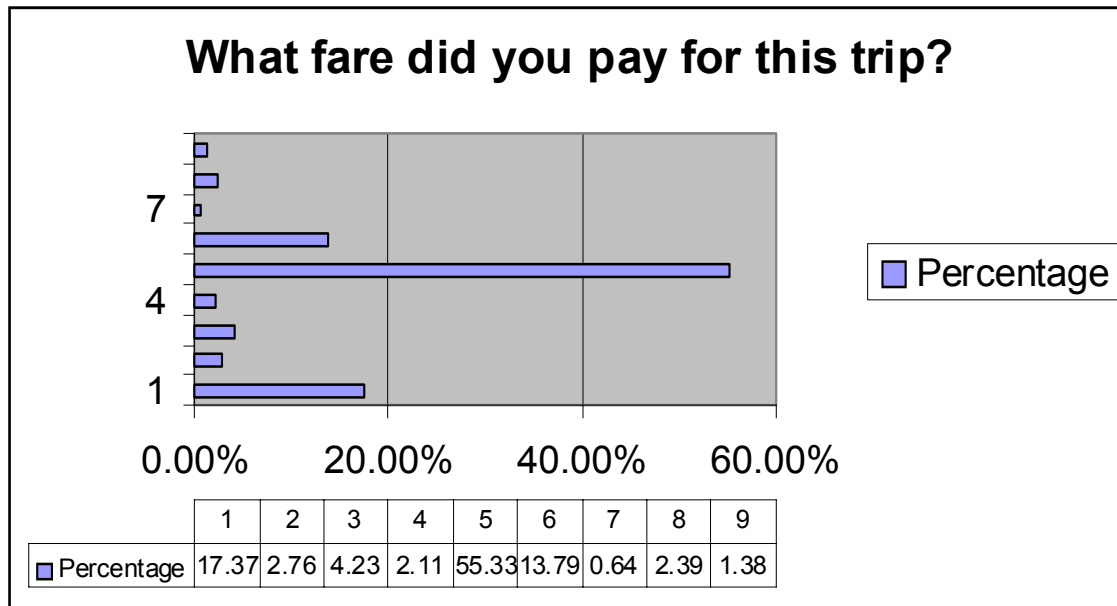
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Question # 8 What fare did you pay for this trip?

Number of survey respondents (N) = 1088

Possible Responses:

- 1 – Cash Fare
- 2 – Go-For-Less/Senior Cash Fare
- 3 – 20-Ride Ticket Book
- 4 – Go-For-Less/Senior 20-Ride Ticket Book
- 5 – Monthly Passport
- 6 – ‘Ride-for-five’ Passport
- 7 – Downtown Zone
- 8 – Free Transfer
- 9 – Star Shuttle



Response #5 received 55.33% of all responses to this question. Response #1 received the second most responses with 17.37%.

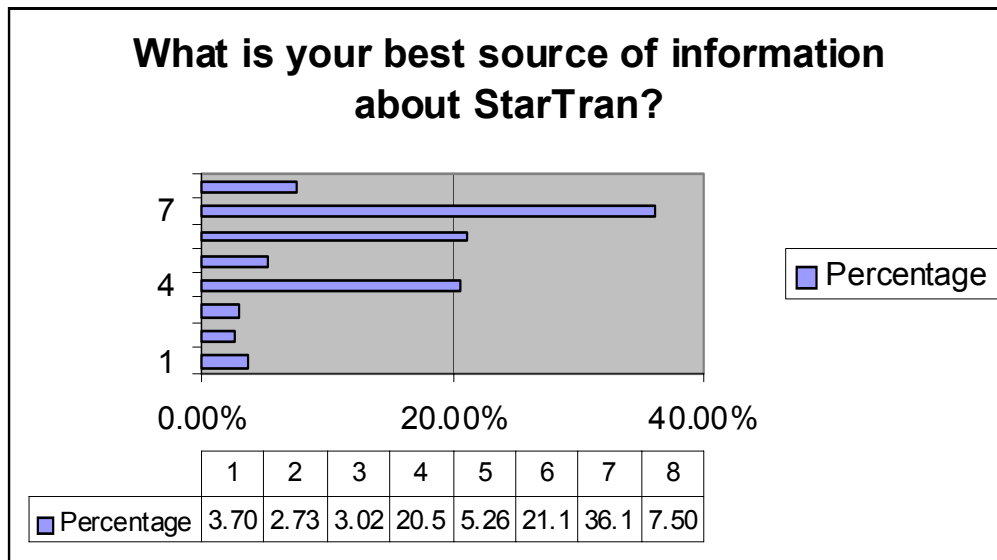
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Question # 9 What is your best source of information about StarTran?

Number of survey respondents (N) = 1027

Possible Responses:

- 1 – Newspapers
- 2 – Radio
- 3 – TV
- 4 – Drivers
- 5 – Telephone
- 6 – Web Site
- 7 – Schedules/Brochures
- 8 – Friends/Relatives



Response #7 received 36.1% of all responses to this question. Response #6 received the second most responses with 21.1%.

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Question # 10 Could you have made this trip if this service were not available?

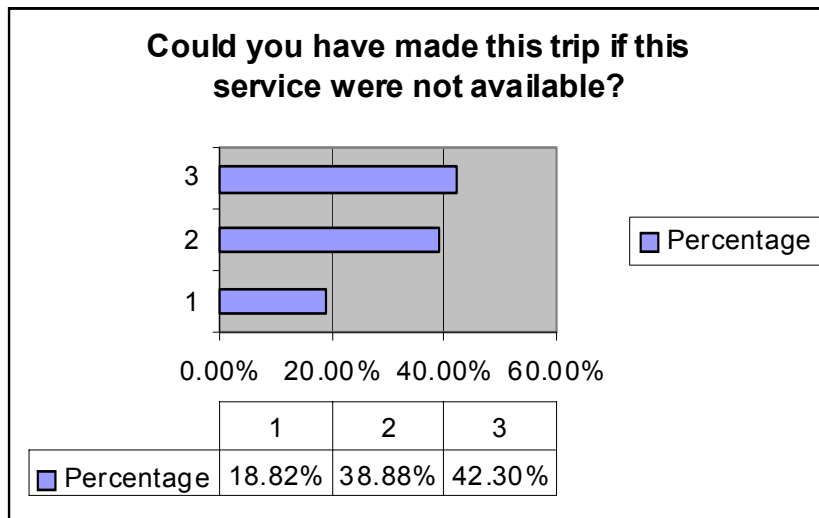
Number of survey respondents (N) = 1201

Possible Responses:

1 – Yes

2 – No

3 – Yes, but with inconvenience



Response #3 received 42.30% of all responses to this question. Response #2 received the second most responses with 38.88%.

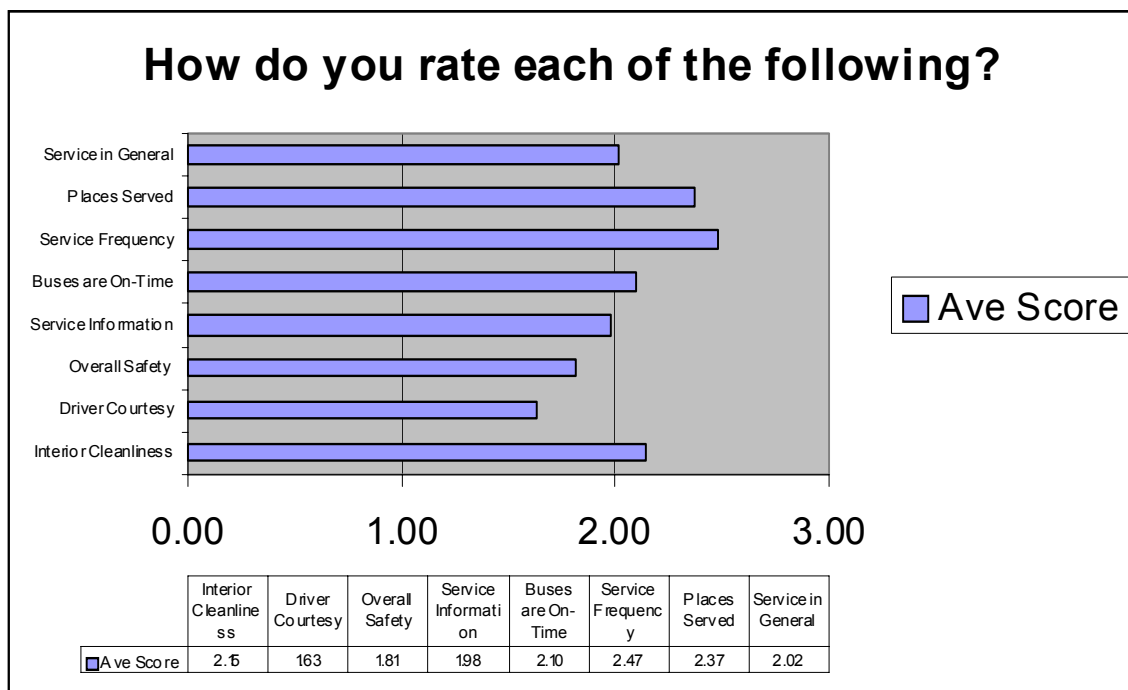
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Question # 11 How do you rate bus service for each of the following?

Interior Cleanliness
Driver Courtesy
Overall Safety
Service Information
Buses are On-Time
Service Frequency
Places Served
Service in General

Possible Responses:

- 1 – Excellent
- 2 – Very Good
- 3 – Good
- 4 – Fair
- 5 – Poor



Driver Courtesy received the highest average score among the possible categories (1.63). Service Frequency received the lowest average score among the possible categories (2.47).

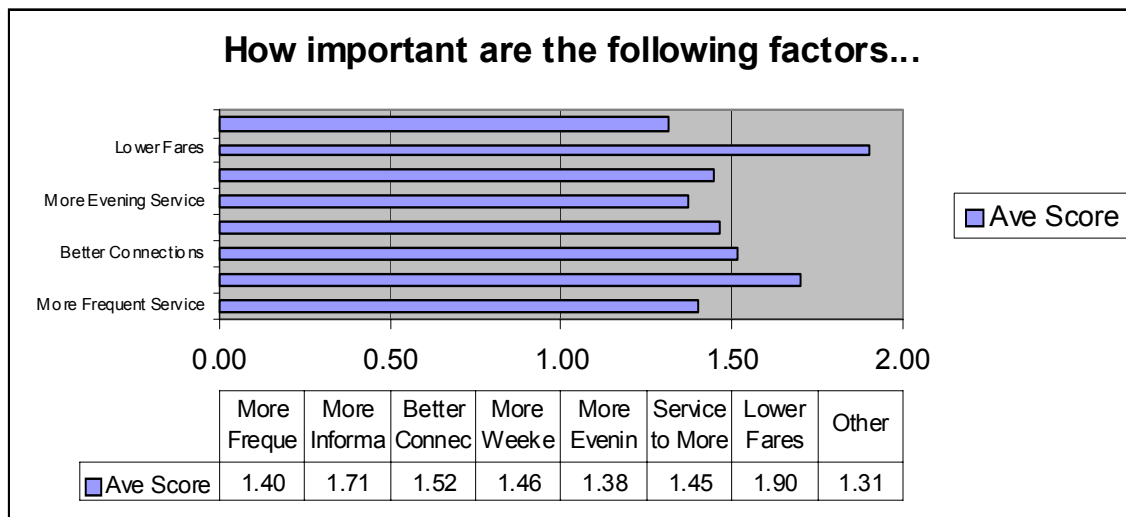
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Question # 12 In your judgement, how important are the following factors in influencing more people to use public transit services?

More Frequent Service
 More Information
 Better Connections
 More Weekend Service
 More Evening Service
 Service to More Places
 Lower Fares
 Other _____

Possible Responses:

- 1 – Very Important
- 2 – Important
- 3 – Not Important



More Evening Service received the highest average score among the possible categories (1.38). Lower Fares received the lowest average score among the possible categories (1.90). Although the category – Other is included in the results table; the accompanying answers for the category other were varied and do not encompass one ideal. Therefore, the category Other is not considered with the rest of the possible response categories.

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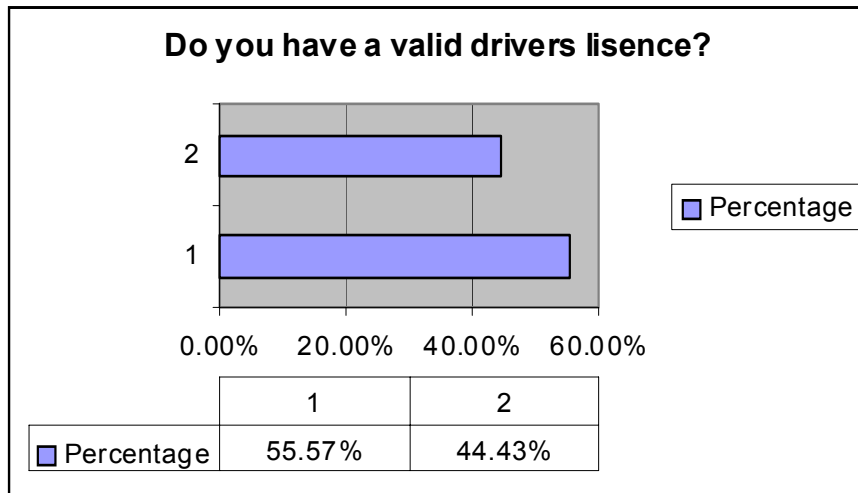
Question # 13 Do you have a valid drivers lisence?

Number of survey respondents (N) = 1193

Possible Responses:

1 – Yes

2 – No



Response #1 received 55.57% of all responses to this question. Response #2 received the second most responses with 44.43%.

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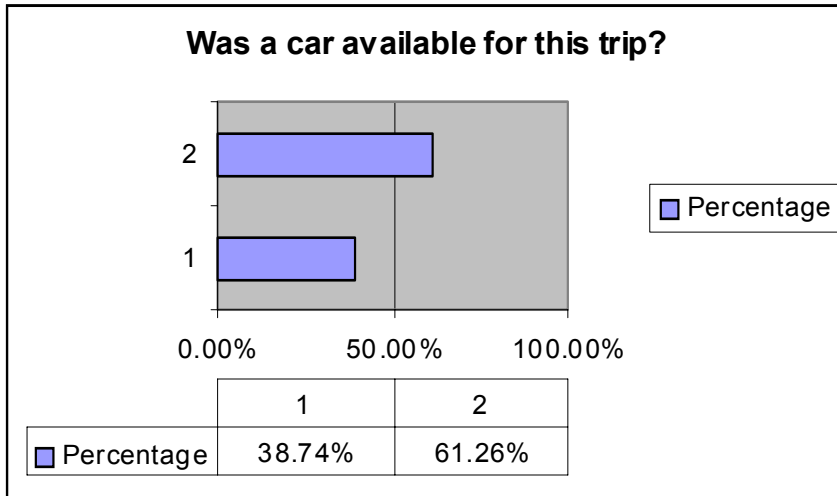
Question # 14 Was a car available for this trip?

Number of survey respondents (N) = 1110

Possible Responses:

1 – Yes

2 – No



Response #2 received 61.26% of all responses to this question. Response #1 received the second most responses with 38.74%.

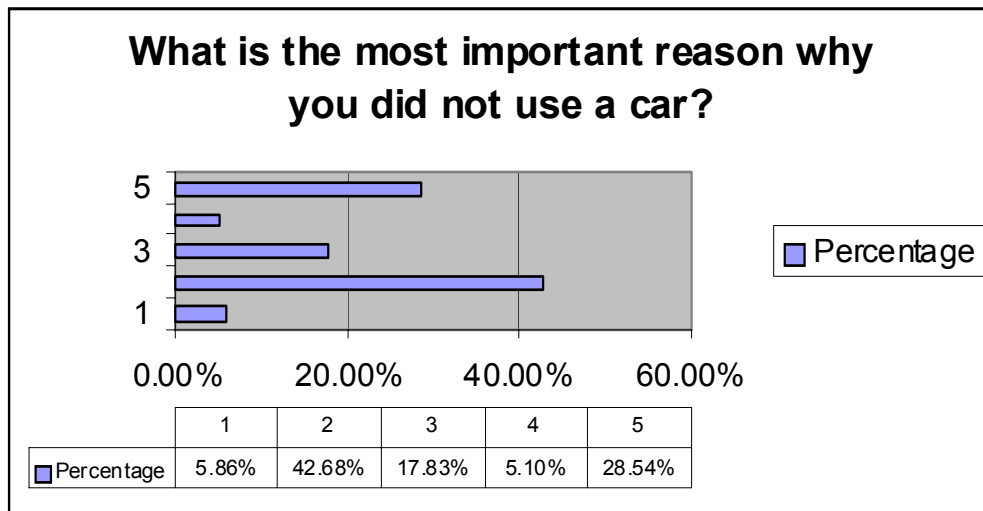
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Question # 15 If a car was available, what is the most important reason why you did not use the car?

Number of survey respondents (N) = 785

Possible Responses:

- 1 – Car Maintenance Costs
- 2 – Gas Prices
- 3 – Parking Costs
- 4 – Traffic Congestion
- 5 – Other _____



Response #2 received 42.68% of all responses to this question. Response #3 received the second most responses with 17.83%. Although the category – Other is included in the results table; the accompanying answers for the category other were varied and do not encompass one ideal. Therefore, the category Other is not considered with the rest of the possible response categories.

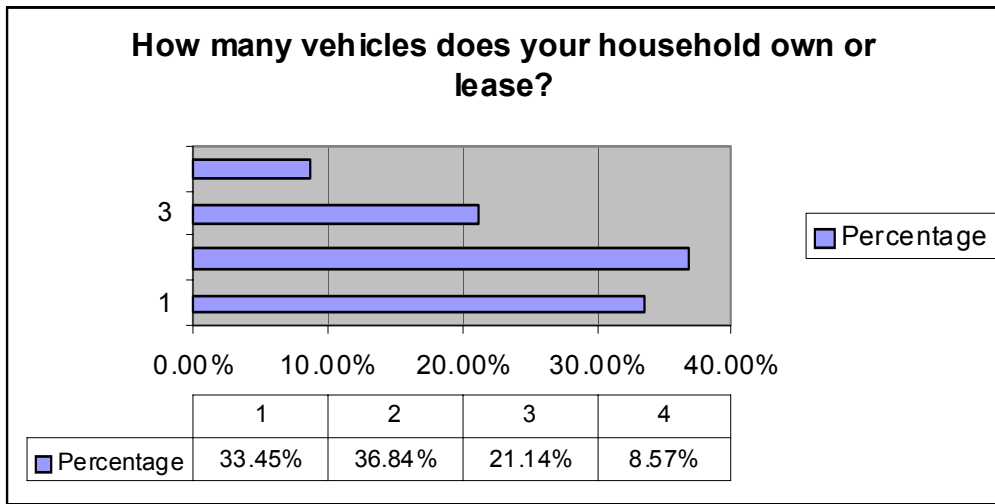
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Question # 16 How many vehicles does your household own or lease?

Number of survey respondents (N) = 1178

Possible Responses:

- 1 – None
- 2 – One
- 3 – Two
- 4 – Three or more



Response #2 received 36.84% of all responses to this question. Response #1 received the second most responses with 33.45%.

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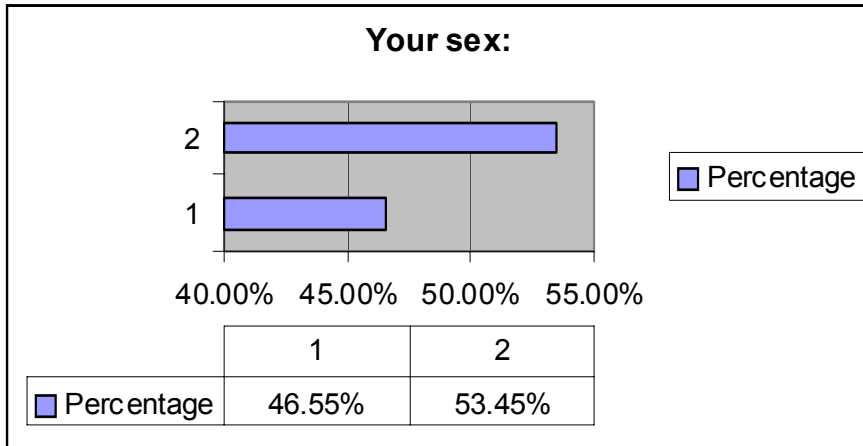
Question # 17 Your sex:

Number of survey respondents (N) = 1188

Possible Responses:

1 – Male

2 – Female



Response #2 received 53.45% of all responses to this question. Response #1 received the second most responses with 46.55%.

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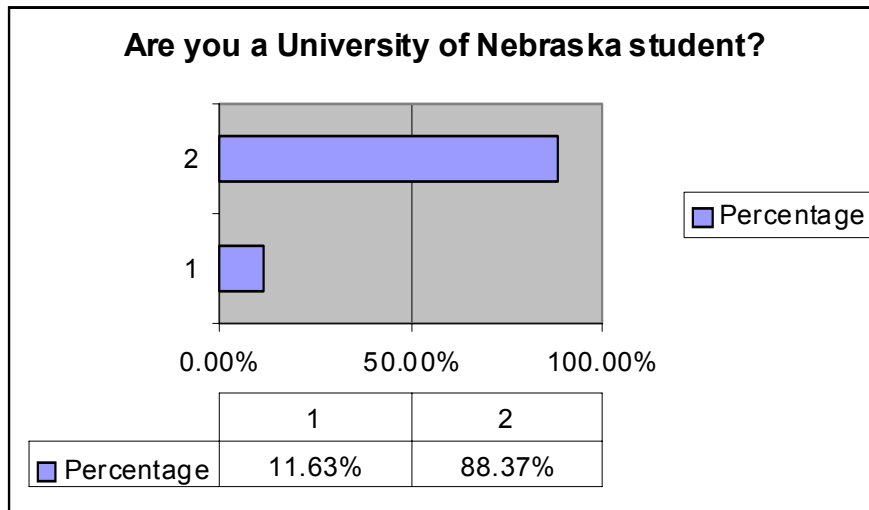
Question # 18 Are you a University of Nebraska student?

Number of survey respondents (N) = 1187

Possible Responses:

1 – Yes

2 – No



Response #2 received 88.37% of all responses to this question. Response #1 received the second most responses with 11.63%.

StarTran – Transit User Survey - 2006

Question # 19 Your age:

Number of survey respondents (N) = 1184

Possible Responses:

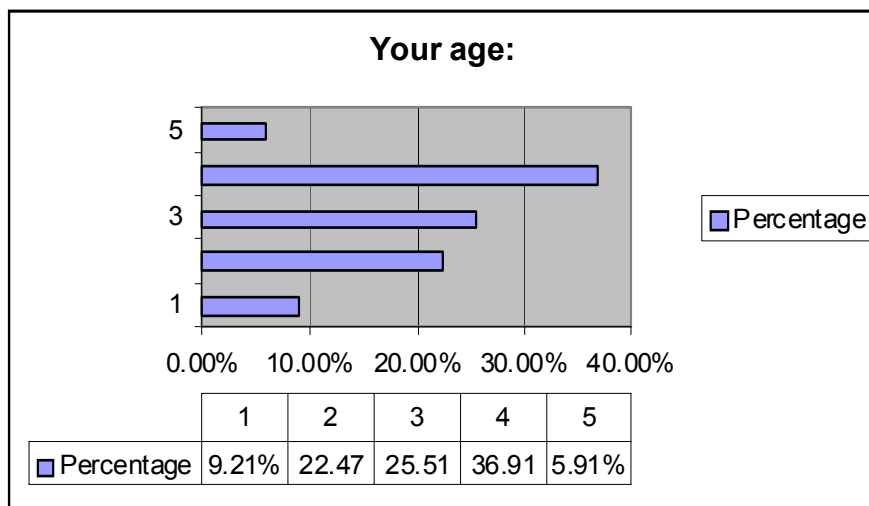
1 – Under 18

2 – 18-29

3 – 30-44

4 – 45-64

5 – 65+



Response #4 received 36.91% of all responses to this question. Response #3 received the second most responses with 25.51%.

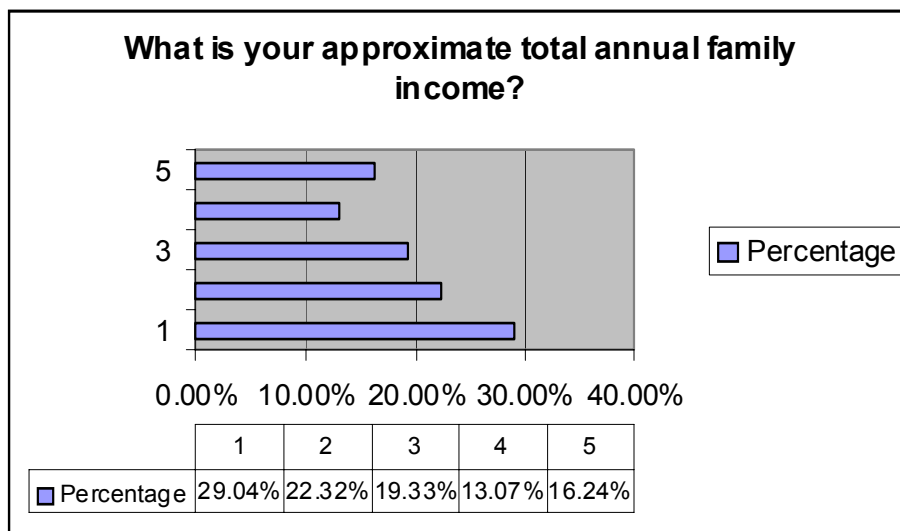
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Question # 20 What is your approximate total annual family income?

Number of survey respondents (N) = 1102

Possible Responses:

- 1 – Under \$10,000
- 2 – \$10,000 - \$19,999
- 3 – \$20,000 – \$29,000
- 4 – \$30,000 - \$44,999
- 5 – More than \$45,000



Response #1 received 29.04% of all responses to this question. Response #2 received the second most responses with 22.32%.

StarTran – Transit User Survey - 2006

Question # 21 What is the single most important improvement that you would suggest for StarTran bus service (include areas that should be served)?

Exe. Summary:

An overwhelming majority of the responses to this question revolved around adding weekend service and extending the hours into the evening hours. Other responses that occurred with less frequency include:

- 1 Allow for passengers to bring bicycles on the bus
- 2 Extend/expand service area to newer areas of Lincoln
 - Areas to extend to include – Kawasaki Mtg. / South 27th St (Southpointe) / among others.
- 3 Increase on-board entertainment for passengers – music / TV
- 4 The brakes and shocks on the buses are displeasing.
- 5 Buses need to be on-time